High Sick Leave Consumption
Human Relations Commission

LouieStat

KPI Owner: Diniah Calhoun	Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY14=17 employees or average of 1.4 Goal: TBD Benchmark: 9% LMG Top Quartile Oct2015	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: # of employees who used 9 or more out of 12 sick [1]days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Set goal

How Are We Doing?

Nov2014-Oct2015 12 Month Avg Goal	Nov2014-Oct2015 12 Month Average		Oct2015 Goal	Oct2015 Actual	
TBD	**2**		**TBD**	**3**	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption

Good
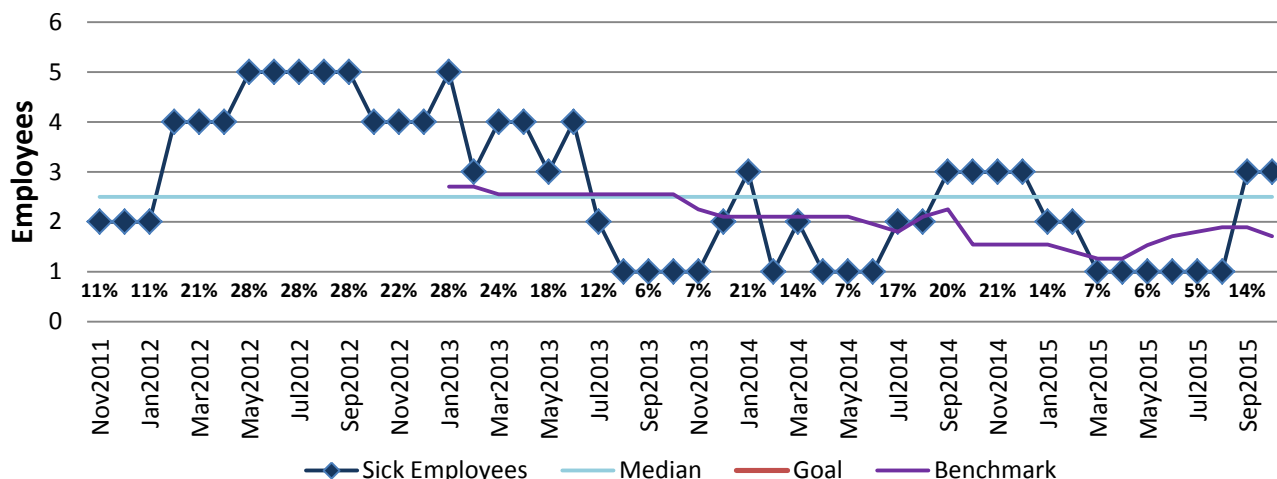
The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

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[1]A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract